

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU



FORM

SA-5415A

2003 SERVICE ANNUAL SURVEY

COMPUTER SYSTEMS DESIGN AND RELATED SERVICES

**DUE
DATE** ➔

NOTICE — Your report to the Census Bureau is **confidential** by law (Title 13, U.S. Code). It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process**.

RETURN COMPLETED FORM TO



U.S. CENSUS BUREAU
1201 East 10th Street
Jeffersonville, IN 47132-0001

Any questions call
1-800-772-7851 weekdays,
8:30 a.m. to 5:00 p.m. EST

139 SAS_C
541519 T

(Please correct any error in name, address, or ZIP Code)

YOUR RESPONSE IS REQUIRED BY LAW. Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

Item 1

SURVEY COVERAGE

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in providing computer related services (except custom programming, systems integration design, and facilities management services). Activities include computer disaster recovery and software installation services.

Does this firm have domestic locations providing one of the business activities described in the survey coverage above?

- 0001 1 ☐ Yes — Continue with Item 3
2 ☐ No — Specify your business activity and continue with Item 3, and complete as much of the survey form as possible. ➔

0002

Item 2

NOT APPLICABLE TO THIS FORM

Item 3

REPORT PERIOD

Mark (X) the one box which best describes the period covered by your report.

0006 1 ☐ Calendar year — Go to Item 4A

If the data reported are for a period other than the "calendar year," please enter the beginning and ending dates.

2 ☐ Fiscal year

3 ☐ Less than 12 months

From

To

2003

Month	Day	Year
0007		
0008		

Item 4A REVENUE**Total Operating Revenue** _____ →

If a book figure is not available, an estimate is acceptable. Please refer to the enclosed instructions before making your entries. **Exclude intracompany transfers.**

Key code	2003			
	Bil.	Mil.	Thou.	Dol.
002				

Item 4B PERCENTAGE BREAKDOWN OF REVENUE

Report the percentage of total operating revenue reported in Item 4A from the sources listed at the right. Report whole percents.

DO NOT combine data for two or more detail lines.

Enter "0" in items where applicable.

Exclude intracompany transfers.

Line 1a – Custom application design and development – Report revenue for the design of the structure and/or the writing of the computer code necessary to create and/or implement a software application, **including** web design and development.

Line 1b – Computer systems design, development, and integration services – Report revenue from assessing an organization's computer requirements, advising on hardware and software acquisitions, developing system specifications and either putting the new system in place or providing the client with the necessary specifications to put the new system in place.

Line 1c – Network design and development services – Report revenue from designing, developing, and implementing a customer's networks such as Intranets, Extranets, and Virtual Private Networks. Include the design and development of network security systems. Report revenue from service contracts where this service is bundled with the day-to-day management of the client's network on Line 4.

Line 2 – Information Technology (IT) infrastructure (computer) and network management services – Report revenue from managing and monitoring a client's IT infrastructure **including** hardware, software, and networks.

Line 3 – IT technical support services – Report revenue from providing technical expertise to solve clients' software, hardware, or computer system problems.

Line 4 – IT technical consulting services – Report revenue from providing advice on such matters as hardware and software requirements, and procurements, systems integration, and systems security. **Exclude** revenue from non-IT related consulting.

Line 5 – Software publishing – Report revenue for software that is developed for wide distribution and is produced for multiple sale or licensing.

Line 6 – Data storage services – Report revenue from managing or administrating the storage and back-up management of data such as remote back-up services, storage, or hierarchical storage management (migration).

Line 7 – Data management services – Report revenue from ongoing management and administration of data as an organizational resource. Services may include performing data modeling, data mobilization, data mapping/rationalization, data mining, and system architecture.

Line 8 – IT related training services – Report revenue generated by providing training for the use of computer hardware, software, networks, or other IT-related topic.

Line 9 – Internet access services – Report revenue from providing customers with a direct connection to the Internet, both wired and wireless.

Line 10 – Website hosting services – Report revenue from providing the infrastructure to host a customer's website and related files in a location that provides connection to the Internet.

Line 11 – Application service provisioning – Report revenue from providing leased software applications from a centralized, hosted, and managed computing environment.

Line 12 – Business process management services – Report revenue from providing a bundled service package that combines information technology-intensive services with labor (manual or professional depending on the solution), machinery, and facilities to support, host and manage a business process for a client.

An estimate is acceptable if a book figure is not available

1. Information Technology (IT) Design and Development

(a) Custom application design and development

300

%

(b) Computer systems design, development, and integration services

301

%

(c) Network design and development services

1167

%

2. Information technology infrastructure (computer) and network management services

302

%

3. IT technical support services

1170

%

4. IT technical consulting services

1168

%

5. Software publishing

1246

%

6. Data storage services

1144

%

7. Data management services

1142

%

8. IT related training services

1174

%

9. Internet access services

821

%

10. Web site hosting services

916

%

11. Application service provisioning

1124

%

12. Business process management services

913

%

13. Rental and leasing of computer hardware

1230

%

14. Re-sale of computer hardware and software

1237

%

15. Other services revenue – Specify ↗

1163

749

%

TOTAL

100%

Item 4C EXPORTED SERVICES

Note: An exported service is performed for a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 States, District of Columbia, U.S. Commonwealth territories, or U.S. possessions). **Include** services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.). **Exclude** services provided to domestic subsidiaries of foreign firms.

Did the revenue reported in Item 4A include any amounts received for exported services?

- ☐ 0009 1 ☐ Yes – What was your firm's receipts for exported services in 2003? →
 2 ☐ No – Continue to Item 4D.

Key code	2003			
	Bil.	Mil.	Thou.	DoI.
004				

Item 4D E-COMMERCE RECEIPTS/REVENUE

Report sales and receipts from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online. Please see the General Instructions sheet for further clarification before completing this item.

An estimate is acceptable if a book figure is not available.

1. Did your firm have e-commerce receipts/revenue during 2003?

☐ 0010 →

Month (i.e., June=06)	Year (i.e., 2003=03)

- ☐ 0011 1 ☐ Yes – Enter the date your firm began e-commerce sales. →
 2 ☐ No – Continue to Item 4E.

2. What were your firm's e-commerce receipts/revenue for 2003? (**Include** e-commerce receipts/revenue in Item 4A. **Exclude** sales taxes.) →

Key code	2003			
	Bil.	Mil.	Thou.	DoI.
005				

< Please continue to Item 4E >

Item 4E TOTAL OPERATING EXPENSES							
<p>Include annual payroll on a cash basis, employer's contributions to employee benefits plans on a cash basis, cost of contract labor, materials and supplies, fuels for motor vehicles, purchased services, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, credit card transaction fees, royalties, and all other operating expenses.</p>		<p>An estimate is acceptable if a book figure is not available.</p>	Key code	2003			
			Bil.	Mil.	Thou.	Dol.	
TOTAL OPERATING EXPENSES		003					
Item 4F SELECTED EXPENSES							
<p>1. Cost of Contract Labor</p> <p>Line 1 – Report payments made to suppliers for leased employees and temporary help such as office workers, provided they are not on your payroll, but are supervised by your firm. Exclude payments for services of persons supervised by the supplying firm, such as legal, accounting, janitorial, security, and building maintenance services.</p> <p>2. Expensed Materials and Supplies (not for resale)</p> <p>Line 2a – Report the cost of expensed computer hardware and packaged software. Include hardware such as servers, CPUs, monitors, and network devices; computer software purchased under licensing agreements, and computer software license fees; and other expensed business equipment, such as copiers, fax machines, and telephones. Exclude leased and/or rented equipment.</p> <p>Line 2b – Report the cost of expensed materials, parts, and supplies, which are used as part of the services you provide. Include office and janitorial supplies, small tools, computer-related supplies (such as cartridges and computer paper), packaging and containers, and medical supplies. Exclude fuels for motor vehicles, and leased and/or rented materials, parts, and supplies.</p> <p>3. Expensed Purchased Services</p> <p>Line 3a – Report the cost of expensed custom coded software. Include computer-related services such as adaptation of off-the-shelf software, system design and support services, web design, and web hosting. Exclude computer-related communications costs.</p> <p>Line 3b – Report the cost of data processing, computer consulting, and other purchased computer services. Include computer input preparation, data storage, computer time rental, microfilm imaging, and optical scanning services. Exclude payroll processing, credit card transaction fees, and fees for the management and operation of your data processing facilities.</p> <p>Line 3c – Report the cost of telephone, cellular, pagers, and fax services; and computer-related communications such as Internet, connectivity, on-line, and other communication services.</p> <p>Line 3d – Report the cost of purchased electricity. If electricity is included in a lease or rental payment, report these costs below.</p> <p>Line 3e – Report the cost of purchased fuels for heating, power, and generating electricity. Include the cost of natural gas. If the cost of fuels are included in a lease or rental payment, report these costs below.</p> <p>Line 3f – Report the cost of administrative and professional services such as management consulting, legal, accounting, auditing, bookkeeping, actuarial, payroll processing, marketing, advertising, architectural, engineering, and fees for the management and operation of your data processing facilities.</p> <p>Line 3g – Report lease and rental costs for land, buildings, offices, structures, machinery, and equipment. Include lease and rental of transportation equipment without operators; and penalties incurred for broken leases. Exclude payments by your firm to your parent company or organization (or any of its subsidiaries) for use of assets owned by them and installment payments for assets obtained through capital lease agreements.</p> <p>Line 3h – Include purchased transportation (with operators); travel and lodging; shipping and warehousing; postage and package delivery; water, sewer, and refuse removal; janitorial, security, parking, and grounds maintenance; purchased repair and maintenance; and all other purchased services. Exclude payroll, employer's contributions to employee benefits plans, fuels for motor vehicles, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, and credit card transaction fees.</p>		<p>An estimate is acceptable if a book figure is not available.</p> <p>Include only purchases from external vendors.</p> <p>Exclude capitalized costs.</p>	Key code	2003			
			Bil.	Mil.	Thou.	Dol.	
1. Cost of Contract Labor		1287					
2. Expensed Materials and Supplies (not for resale)							
a. Computer and other business equipment and supplies (including packaged software)		1299					
b. Other materials, parts, and supplies		1300					
3. Expensed Purchased Services							
a. Custom coded software (including adaptation of off-the-shelf software) and system design and support services		1302					
b. Data processing and other purchased computer services		1303					
c. Purchased communication services		1282					
d. Purchased electricity		1283					
e. Purchased fuels (except motor fuels)		1304					
f. Purchased management consulting, administrative services, other professional services		1305					
g. Lease and rental payments		807					
h. All other purchased services – Specify <input checked="" type="checkbox"/>		1307					
1310							

SERVICE ANNUAL SURVEY GENERAL INSTRUCTIONS

Your report should be completed and returned in the preaddressed envelope provided on or before the due date. **If the report does not appear to apply to your kind of business or activity, describe your business or activity in Item 1 and complete the remainder of the form as accurately as possible.**

If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to the

**U.S. Census Bureau
1201 East 10th Street
Jeffersonville, IN 47132-0001**

or call our Census Bureau representative in Jeffersonville, Indiana at 1-800-772-7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern time.

Always include your identification number, located in the address label, in any correspondence.

IF BOOK FIGURES ARE NOT AVAILABLE, ESTIMATES ARE ACCEPTABLE.

Please read all instructions before making your entries.

Report data for the calendar year specified. If calendar year records are not available, we will accept fiscal year data. Please note, however, that we prefer estimates for the calendar year to book figures covering a different time period. Report all values in dollars (omit cents). Enter "0" in items where appropriate. Please do not combine data for two or more items.

For location(s) sold or acquired during the year specified, report only for the period that the locations were operated by this firm.

SPECIFIC INSTRUCTIONS

Taxable Firms Revenue

Report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date.

Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.

Include –

- Total value of service contracts.
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations for FOREIGN parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.

Exclude –

- Taxes (sales, amusement, occupancy, use, or other) collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Revenue from a domestic parent organization, or from franchise locations owned by others and any franchise or license fees.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Nonoperating revenue such as income from investments, sales of company-owned real estate (land and building), or other assets, (except inventory held for resale), securities, gifts, loans, contributions, royalties, or grants.
- Revenue from the sale of used equipment.
- Installment payments from leasing under capital, finance, or full-payout leases.
- Intracompany transfers.
- Interest income.

SERVICE ANNUAL SURVEY

SPECIFIC INSTRUCTIONS – Continued

Tax-Exempt Firms

Revenue

Except for firms operating on a commission basis, report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date.

Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.

Include –

- Program service revenue for services provided in 2003, whether or not payment was received in 2003.
- Gross sales of merchandise, minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Net gains (or losses) from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale).
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Dues and assessments from members and affiliates.
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

Exclude –

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

Expenses

Report costs incurred during the survey year specified even though payments may have been made at a later date.

Include –

- Payroll and employee benefits.
- Interest and rent expenses.
- Supplies used for operating your business, cost of merchandise sold, and other expenses allocated to operations during the year.
- Contracted or purchased services.
- Fees paid to other organizations for fundraising.
- Depreciation expenses.
- Expenses of locations providing support services (e.g., repair services, administrative services, etc.) for your service establishments.

Exclude –

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Outlays for the purchase of real estate (land and buildings); for construction; for additions, major alterations, and improvements to existing facilities; and all other capital expenditures.
- Funds invested.
- Income taxes.
- Assessments (dues) paid to the parent or other chapters of the same organization.
- **For firms engaged in raising funds –** Funds which are transferred to charities or other organizations.

All Firms

E-commerce Revenue

(In the following instructions, online refers to any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system.)

Include –

- Revenue from online orders for goods or services placed by a buyer.
- Revenue from online services provided where charges are based on the usage of those services (e.g., commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.)
- Commissions or fees from the trading of securities or the sale of other financial products online (e.g., insurance, loans, etc.).
- Commissions or fees from selling or from facilitating the sale of third party products (e.g., click-through including referral fees) through your company's Web site.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

Exclude – revenue from:

- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications and related infrastructure systems (e.g., data transfer, Web hosting, Internet access) where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by facsimile machine or over switched telephone network.